

## Your security of supply is our top priority

Dear customers,

The coronavirus (Covid-19) is presenting us all with great challenges. The health of our staff and customers is of paramount importance to us, as is ensuring your security of supply. For this reason, some time ago we took extensive organisational measures to make sure that we will continue to be there for you as usual during this challenging time.

- To protect our staff and ensure smooth business operations, we have introduced internal measures such as team splitting, strict spatial separation of teams and rigorous hygiene standards.
- We have identified and responded to potential delivery bottlenecks at an early stage. We are in close contact with our suppliers. We will do everything we can to ensure security of supply. Our stock levels are high enough to cover any temporary supply bottlenecks.
- You can place orders 24 hours a day via our ToolShop at **www.brw.ch**. All items that are in stock will be shipped the same day if ordered before 17:30.
- Our in-house staff will be available as usual from 07:30 to 12:00 and from 13:00 to 17:00. You can call us on **+41 (0) 44 736 63 63** or email us at **info@brw.ch**.
- You can reach your personal contact persons and account managers (i.e. field service staff and professional specialists) by telephone or email as normal. Customer visits will only be made upon request and in consultation with you in order to protect both you and us.

Please do not hesitate to contact us if you have any questions or require more information. Our staff will do their utmost to serve you as efficiently and effectively as possible under the given circumstances and to guarantee your security of supply.

We wish you the very best of health and would like to thank you for your understanding and loyalty during these unprecedented times.

Brütsch/Rüegger Tools